

Improving Parental Knowledge of the Status of Medically Complex Neonates Through Scheduled Conferences



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BACKGROUND

- Reports of parental dissatisfaction due to incomplete or inconsistent information in the ECU Health NICU
- Designed QI project improve the current system of communication between families and the medical team.

PROJECT AIM

Within 1 year, 50% of the families of medically complex neonates (<30 weeks at birth, needing surgery, genetic abnormalities) will have a family conference at 10 days and 1 month of life.

PROJECT DESIGN/STRATEGY

- Multidisciplinary team formed.
- Eligible neonates identified, and social work team schedules meetings with the medical team.
- Medical team surveyed after 6 months to assess burden of meetings.
- Families contacted after the 1-month meeting, to assess impact of the family meeting

MEASURES

Outcome:

- Percentage of families with completed meetings at 10 days and 1 month of life

Process:

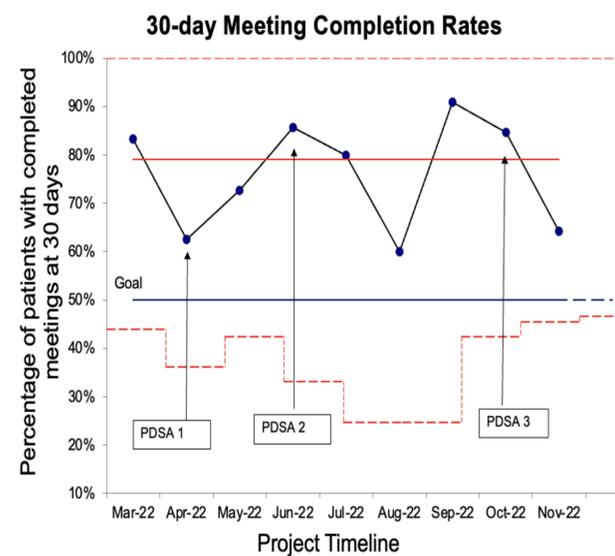
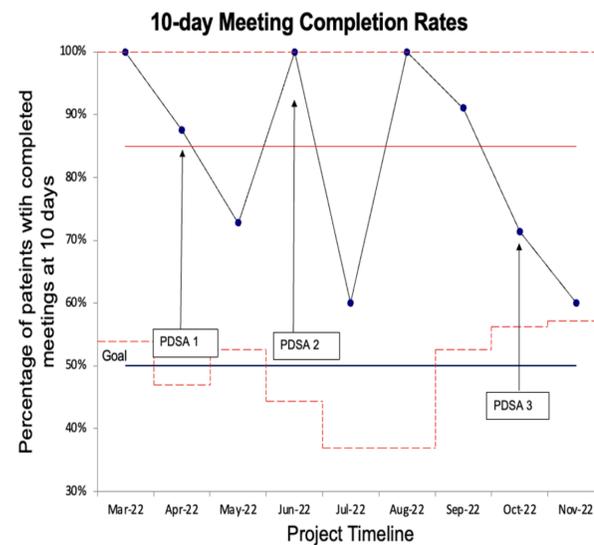
- Percentage of families with scheduled meetings at 10 days and 1 month of life
- Percentage of patients with a meeting problem listed in the Electronic Medical Record (EMR)

Balancing:

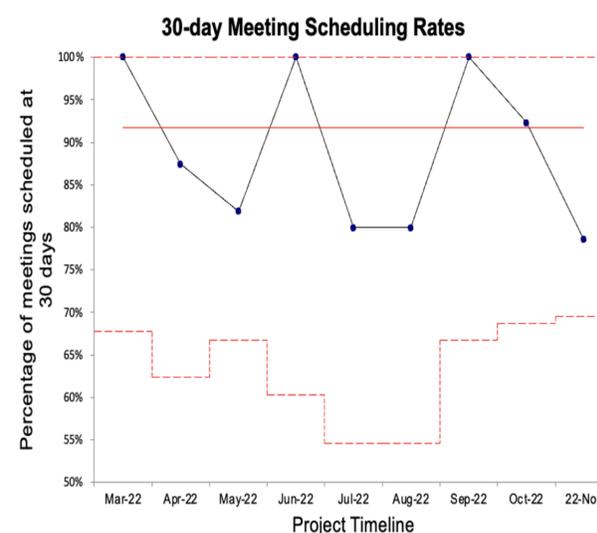
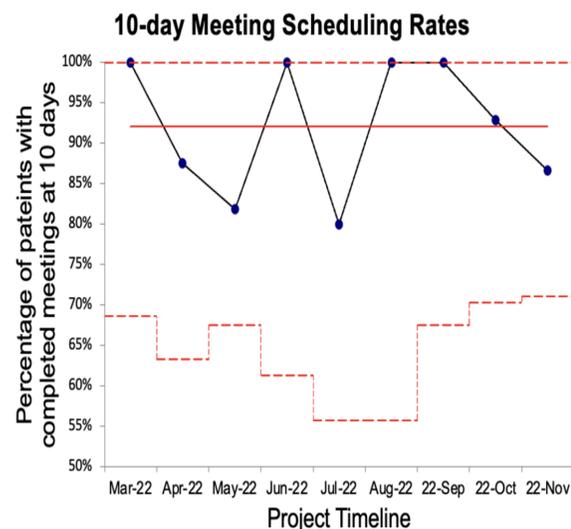
- Percentage of families that report extra burden from meetings. Goal <40%.
- Percentage of providers that report burden from conducting meetings assessed. Goal <60%.

RESULTS/OUTCOMES

Outcome Measures



Process Measures



Balancing Measures

- Percentage of families that report extra burden from meetings is less than 1%.
- Percentage of providers that report burden from conducting meetings is 14%.

CHANGES MADE (PDSA CYCLES)

- PDSA 1** • Provided medical team schedule to social worker to help with scheduling.
- PDSA 2** • Neonatology fellows included in conducting meetings.
 - Added a 'family meeting' problem to the EMR.
- PDSA 3** • Gestational age limit raised 28 to 30 weeks.
 - Added phone completion of meetings if parents were unable to attend in person.

LESSONS LEARNED & NEXT STEPS

- On-going project.
- Feasible ideas for change are generated through a team approach
- Incorporating changes into the medical record helps achieve sustainability
- Evaluating the impact of change on families is important

Future opportunities include:

- Developing strategies to encourage documentation.
- Additional meetings at 60 days of life – desired by families.

ACKNOWLEDGEMENTS

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